Commercial app user manual for IPhone

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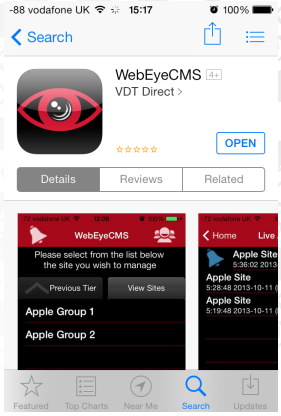
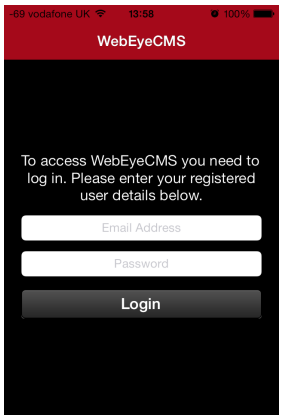
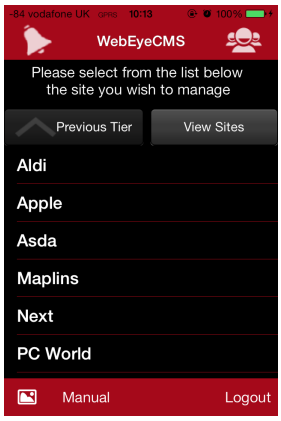
Initial Setup



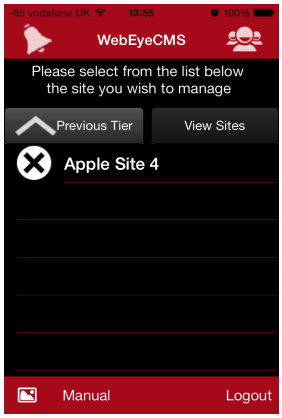
Download the webeye cms app from the Apple App Store.
To do this, type ‘webeyecms’ with no spaces into the search bar of the app store and select the webeye cms application to download.


WebEyeCMS
To access WebEyeCMS you need to log in. Please enter your registered user details below.
Email Address
Password
Login

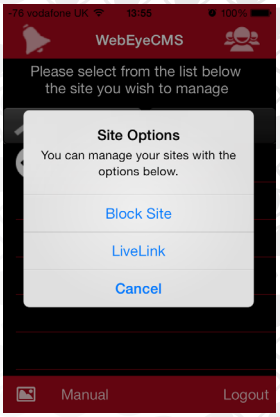
Login using the email address and password you previously set up when purchasing your kit.



Once logged in, you will be taken to the commercial home screen and be presented with a list of your webeye cms groups. e.g. your customers. Press the group you want to view, or if you want to view the sites in your top tier group, e.g. your offices, press ‘View Sites’.



Each additional subgroup may contain further groups and sites. Pressing ‘View Sites’ will display the site list for the group you have selected. Press the site you want to manage.

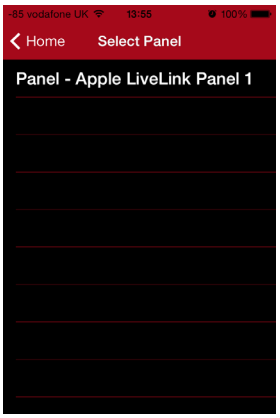


A pop up box will appear, giving you two options:

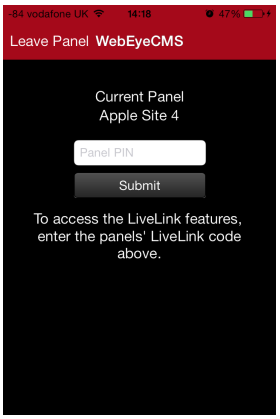
Block Site/Unblock Site: Select this option if you no longer wish to receive/wish to receive video alarm alerts from this site.

LiveLink: Select this option if you wish to connect to a control panel to perform remote arm/disarm commands and take on-demand snapshots. **Please note that LiveLink and all its functions including, remote arm/disarm and obtaining snapshots are only available for panels that are mains powered. If your panel is not mains powered, the LiveLink option will still appear, however it will not be functional.**

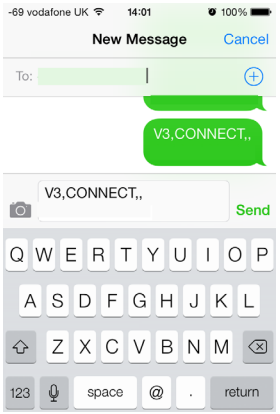
Select ‘LiveLink’.



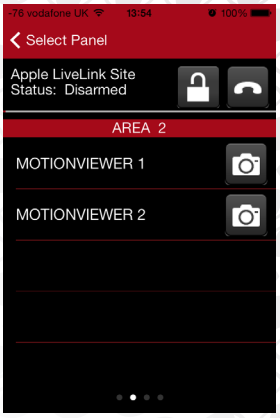
Selecting LiveLink will take you to a list of panels for that site. Select the panel you wish to connect to.



To connect to your panel, enter your PIN and press ‘Submit’. See your local installer for your PIN. This may be changed to something more memorable to yourself at installation.

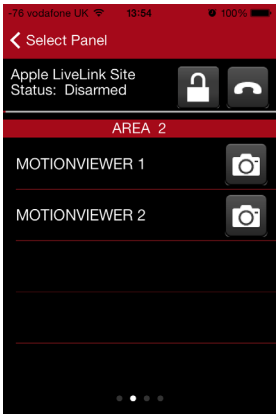


To connect via LiveLink, your phone will need to send a text message to the control panel. Press ‘Send’ to complete the action. It may take up to a minute, or more for the panel to connect.

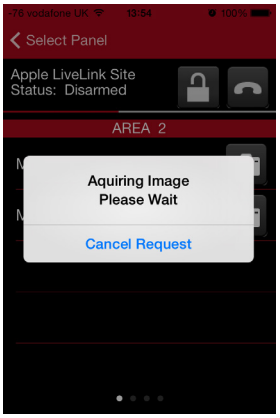


Once connected you will be taken to the main LiveLink controller screen, for the panel you have selected. Here you can arm and disarm your system and take snapshots from your cameras.

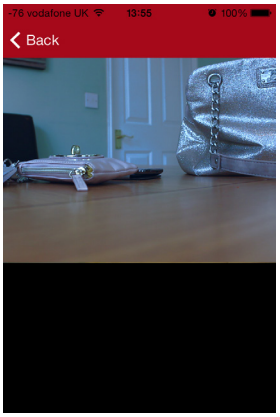
Obtaining camera snapshots



When in LiveLink, slide the screen from left to right by swiping your finger to find the relevant area and choose the camera you wish to view.

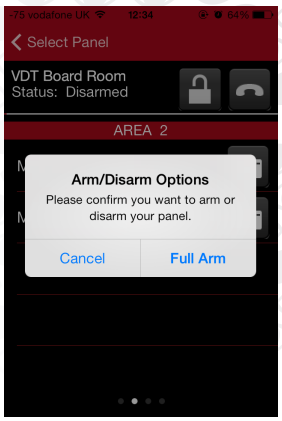


Press the camera icon to take a snapshot and wait for it to process. This may take up to a minute.

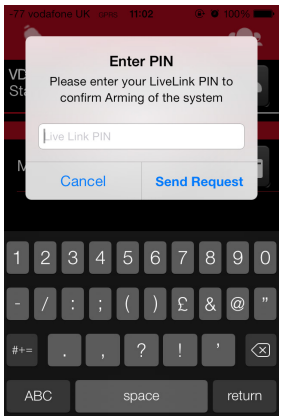


When complete, the snapshot you have requested should be displayed automatically. Once you have finished, press the ‘Back’ button to return to the main LiveLink screen, then press the phone icon to disconnect.

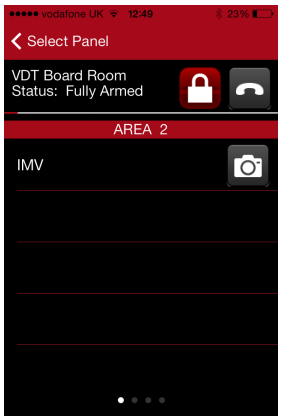
Arming and disarming



When connected to LiveLink the padlock icon shows you the current state of your alarm- Open means it is disarmed, closed with a red background means the system is armed. To arm or disarm the system, press the padlock icon.

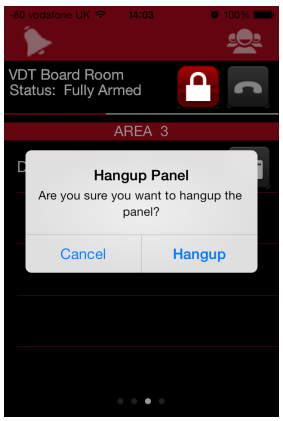


Enter your PIN to verify your choice and the app will send an arm/disarm request to the control panel.



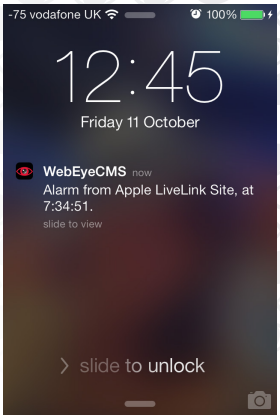
After you have pressed the padlock icon, look for the icon changing. Depending on your settings, this could take up to a minute.

Once the icon has changed, the system will now be armed or disarmed, depending on your action.

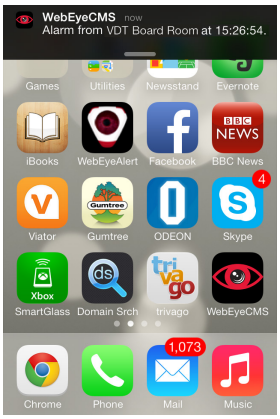


To complete the process, press the phone icon and hang up.

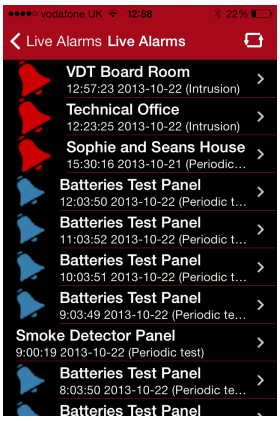
Handling live alarms



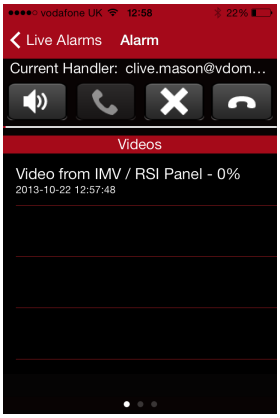
When an alarm comes in, your phone will siren. If your screen is locked, swipe the notification and the app will launch automatically into your alarm list.



If your phone screen is unlocked or in use, the alarm notification will appear at the top of the screen. Press the notification to go to your alarm list. (Please note, your phone may not siren in this state).



For Standard Alarm Message (SAM) users, a red bell will be displayed on new alarms. For Webeye Message (WEM) users, a blue bell will be displayed on new and unread alarms. Pressing an alarm will take you to the alarm details.



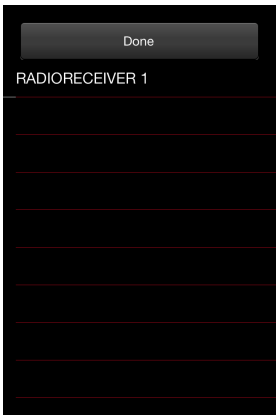
When viewing an alarm, swiping left and right will allow you to view signals, videos and comments (WEM only). You can view videos at every 10% interval, starting at 20%. To view a video, press the video title, e.g. ‘Video from IMV / RSI Panel’.

Once you have finished watching the video, press ‘Done’ to return to the alarm.

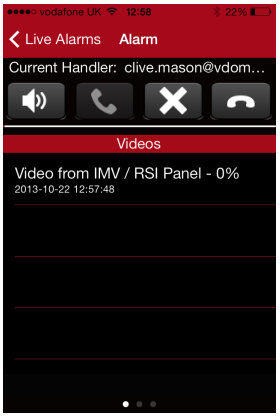
If your system has an external siren fitted, the siren button will allow you to sound the alarm, once you have viewed and verified the intrusion.

If you have the appropriate voice panel fitted, you can use the voice call icon to start a two way voice conversation with the intruder.

These icons will be enabled if applicable to your system.

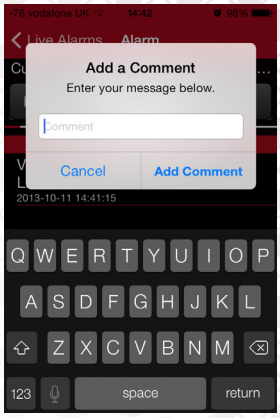


Pressing the speaker button will display all sirens that are associated with your panel. To activate a siren, press the device name, e.g. ‘RADIO RECEIVER 1’. Once activated, this will take you back to the previous screen. The sounder will stop automatically after 90 seconds, however you may also stop it manually by pressing the speaker icon again and repeating this process.



SAM users (red bell) **MUST** close down their alarms. Failure to do so will prevent any further alarm notifications from being received from the site in question. To close the alarm, press the ‘X’ icon.

WEM users (blue bell- usually reserved for domestic use and supervision notifications) do not require closure.



When closing a SAM (red bell) you are required to leave a comment. This can be viewed by other users in your group and those groups above you. A pop up box will appear automatically when you close the alarm.

WEM users (blue bell) can leave a comment if they wish, however it is not required. To leave a comment, press the speech bubble icon, (which will be in place of the 'X' icon) to open the pop up box, type your comment and press 'Add Comment'.

Community

Webeye cms community management is unavailable for commercial sites. For instructions on how to add additional commercial users, visit support.webeyecms.com

A domestic user however, can invite a commercial user to view their sites. Domestic sites you have been invited to and have been accepted to view, will be displayed in the 'Accepted Invites' area of your community. This can be accessed by pressing the community icon in the top right-hand corner of your screen.